

STATE OF LOUISIANA

# LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

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Detailed Model State Plan

**Fiscal Year 2014**



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**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)**

**DETAILED MODEL PLAN**

**PUBLIC LAW 97-35, AS AMENDED**

**FISCAL YEAR (FY) 2014**

**GRANTEE Louisiana Housing Corporation**

**EIN: 45-4619102**

**ADDRESS 2415 Quail Drive**

**Baton Rouge, Louisiana 70808**

**NAME OF LIHEAP COORDINATOR Darleen Okammor**

**EMAIL: [dokammor@lhc.la.gov](mailto:dokammor@lhc.la.gov)**

**TELEPHONE: 225-763-8700 Ext. 236 FAX: 225-763-8752**

**PLEASE CHECK ONE: TRIBE \_\_\_\_\_ STATE x INSULAR AREA \_\_\_\_\_**

**Department of Health and Human Services  
Administration for Children and Families  
Office of Community Services  
Washington, DC 20447**

**August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01**

**OMB Approval No. 0970-0075**

**Expiration Date: 09/30/2011**

**THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13)**

Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

GRANTEE Louisiana Housing Corporation (LHC)

FFY 2014

Assurances

The Louisiana Housing Corporation agrees to:  
(Grantee Name)

(1) Use the funds available under this title to--

(A) Conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);

(B) Intervene in energy crisis situations;

(C) Provide low-cost residential weatherization and other cost-effective energy-related home repair; and

(D) Plan, develop, and administer the State's program under this title including leveraging programs,

and the State agrees not to use such funds for any purposes other than those specified in this title;

(2) make payments under this title only with respect to--

(A) Households in which one or more individuals are receiving--

(i) Assistance under the State program funded under part A of title IV of the Social Security Act;

(ii) Supplemental security income payments under title XVI of the Social Security Act;

(iii) Food stamps under the Food Stamp Act of 1977; or

(iv) Payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) Households with incomes which do not exceed the greater of—

(i) an amount equal to 150 percent of the poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income;

except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that—

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely

because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local grantees and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

(8) provide assurances that,

(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

(9) provide that--

(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursement of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.

(15) \* beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis

situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

**\* This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.

Certification to the Assurances: As Chief Executive Officer, I agree to comply with the sixteen assurances contained in Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.\* By signing these assurances, I also agree to abide by the standard assurances on lobbying, debarment and suspension, and a drug-free workplace.

Signature of the Tribal or Board Chairperson or Chief Executive Officer of the State or Territory.\*\*

Signature: \_\_\_\_\_  
Frederick Tombar, III

Title: \_\_\_\_\_  
Executive Director

Date: \_\_\_\_\_

**\* Indian tribes/tribal organizations, and territories with annual regular LIHEAP allotments of \$200,000 or less, are not subject to assurance 15, and thus must only certify to 15 assurances.**

**\*\* If a person other than the Chief Executive Officer of the State or territory, or Tribal Chairperson or Board Chairperson of a tribal organization, is signing the certification to the assurances, a letter must be submitted delegating such authority. (PLEASE ATTACH DELEGATION of AUTHORITY.) The delegation must include authority to sign the assurances, not just to administer the program.**

**\*\*\* HHS needs the EIN (Entity Identification Number) of the State, territory or Tribal agency that is to receive the grant funds before it can issue the grant.**

In the above assurances which are quoted from the law, "State" means the 50 States, the District of Columbia, an Indian Tribe or Tribal Organization, or a Territory; "title" of the Act refers to Title XXVI of the Omnibus Budget Reconciliation Act of 1981 (OBRA), as amended, the "Low Income Home Energy Assistance Act"; "section" means Section 2605 of OBRA; and, "subsection" refers to Section 2605(b) of OBRA.

GRANTEE Louisiana Housing Corporation FFY 2014    

statutory  
references

2605(a)

2605(b)(1) ➔ Please check which components you will operate under the LIHEAP program.  
(Note: You must provide information for each component designated here as requested elsewhere in this plan.)

	<u>Dates of Operation</u>
(use of funds) <u>  x  </u> heating assistance	October 1 to March 31
<u>  x  </u> cooling assistance	April 1 to September 30
<u>  x  </u> crisis assistance	Oct. 1 to September 30
<u>  x  </u> weatherization assistance	July 1 to June 30

2605(c)(1)(C) ➔ Please estimate what amount of available LIHEAP funds will be used for each component that you will operate: **The total of all percentages must add up to 100%.**

(use of funds)

<u>  32.2  </u> % heating assistance	
<u>    32    </u> % cooling assistance	
<u>    10    </u> % crisis assistance	
2605(k)(1) <u>    15    </u> % weatherization assistance	
<u>          </u> % carryover to the following fiscal year	
2605(b)(9) <u>    10    </u> % administrative and planning costs	
2605(b)(16) <u>    .8    </u> % services to reduce home energy needs including needs assessment (assurance 16)	
<u>          </u> % used to develop and implement leveraging activities (limited to the greater of 0.08% or \$35,000 for States, the greater of 2% or \$100 for territories, tribes and tribal organizations).	
<u>    100    </u> % <b>TOTAL</b>	



GRANTEE Louisiana Housing Corporation FFY 2014

statutory  
references

2605(c)(1)(C)

(alternate use  
of crisis assistance  
funds)

➔The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:

\_\_\_\_\_ heating assistance

  x   cooling assistance

\_\_\_\_\_ weatherization assistance

\_\_\_\_\_ Other(specify):

➔Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served? (This is required by the statute.)

Yes   x   No \_\_\_\_\_

2605(b)(2)

2605(c)(1)(A)

(eligibility)

➔What are your maximum eligibility limits?

(Please check the components to which they apply.)

**Current year guidelines must be used.**

\_\_\_\_\_ 150% of the poverty guidelines:  
heating \_\_\_\_\_ cooling \_\_\_\_\_ crisis \_\_\_\_\_ wx \_\_\_\_\_

\_\_\_\_\_ 125% of the poverty guidelines:  
heating \_\_\_\_\_ cooling \_\_\_\_\_ crisis \_\_\_\_\_ wx \_\_\_\_\_

\_\_\_\_\_ 110% of the poverty guidelines:  
heating \_\_\_\_\_ cooling \_\_\_\_\_ crisis \_\_\_\_\_ wx \_\_\_\_\_

  x   60% of the State's median income:  
heating   x   cooling   x   crisis   x   wx \_\_\_\_\_

  x   Other (specify for each component)

200% of Poverty if weatherization assistance \_\_\_\_\_

\_\_\_\_\_ Households automatically eligible if one person is receiving  
\_\_\_\_\_ TANF, \_\_\_\_\_ SSI, \_\_\_\_\_ Food Stamps, \_\_\_\_\_ Certain means-tested  
veterans programs (heating \_\_\_\_\_ cooling \_\_\_\_\_ crisis \_\_\_\_\_ wx \_\_\_\_\_)

GRANTEE Louisiana Housing Corporation FFY 2014       

statutory  
references

2605(c)(1)(A)      ➔Do you have additional eligibility requirements for:  
2605(b)(2)      HEATING ASSISTANCE \_\_\_\_\_ Yes   x   No)  
(eligibility)

➔Do you use: Yes No

Assets test? \_\_\_\_\_   x  

➔Do you give priority in eligibility to:

Elderly?   x   \_\_\_\_\_

Disabled?   x   \_\_\_\_\_

Young children?   x   \_\_\_\_\_

Other: \_\_\_\_\_   x    
(If Yes, please describe)

GRANTEE Louisiana Housing Corporation FFY 2014

statutory  
references

2605(c)(1)(A)  
2605(b)(2)

➔Do you have additional eligibility requirements for:  
**COOLING ASSISTANCE** (\_\_\_\_ Yes x No)

(eligibility)

➔Do you use: Yes No

Assets test? \_\_\_\_\_ x

➔Do you give priority in eligibility to:

Elderly? x \_\_\_\_\_

Disabled? x \_\_\_\_\_

Young children? x \_\_\_\_\_

Other: \_\_\_\_\_ x  
(If Yes, please describe)

statutory  
references

2604(c)  
2605(c)(1)(A)

→ Do you have additional eligibility requirements for:  
**CRISIS ASSISTANCE** (\_\_\_\_ Yes   x   No)

(eligibility)

	<u>Yes</u>	<u>No</u>
→ Do you use:		
Assets test?	_____	_____ <u>  x  </u> _____
Must the household have received a shut-off notice or have an empty tank?	_____ <u>  x  </u> _____	_____
Must the household have exhausted regular benefit?	_____	_____ <u>  x  </u> _____
Must the household have received a rent eviction notice?	_____	_____ <u>  x  </u> _____
Must heating/cooling be medically necessary?	_____	_____ <u>  x  </u> _____
Other (Please explain):	_____ <u>  x  </u> _____	_____

**To be eligible for crisis assistance, the household must (1) be faced with threatened or actual interruption of service or lack a heating/cooling source, and (2) be faced with a health and/or safety hazard due to the crisis situation.**

→ What constitutes a crisis? (Please describe)

**Crisis is defined as an adverse situation that jeopardizes the health and/or safety of the household members.**

GRANTEE Louisiana Housing Corporation

FFY 2014

statutory  
references

2605(c)(1)(A)

➔Do you have additional eligibility requirements for:  
**WEATHERIZATION** (\_\_\_ Yes x No)

(eligibility)

➔Do you use: Yes No

Assets test? \_\_\_\_\_ x

Priority groups? (Please list) x \_\_\_\_\_

**Elderly (60 and older)**

**Disabled**

**Households with children ages 5 and younger**

**High energy burden**

**High energy use**

➔Are you using Department of Energy (DOE) Low  
Income Weatherization Assistance Program (LIWAP)  
rules to establish eligibility or to establish priority  
eligibility for households with certain characteristics?

➔If Yes, are there exceptions? \_\_\_\_\_ x  
Please list below.

statutory  
references

2605(b)(3)  
2605(c)(3)(A)  
  
(outreach)

➔ Please check the outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

  x   provide intake service through home visits or by telephone for the physically infirm (i.e. elderly or disabled).

  x   place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.

  x   publish articles in local newspapers or broadcast media announcements.

  x   include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.

       make mass mailing to past recipients of LIHEAP.

  x   inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.

       execute interagency agreements with other low-income program offices to perform outreach to target groups.

       other (Please specify):

statutory  
references

2605(b)(4) ➔ Please describe how you will assure that LIHEAP is coordinated with similar and related programs. The description provided applies to all components unless specifically noted.

(coordination)

**The Louisiana Housing Corporation (LHC) through a partnership agreement with LA CAN, LLL will disseminate LIHEAP program information to other state Community Block Grant programs, Social Security offices and Elderly Affairs offices, which targets low-income families, to encourage referrals.**

2605(b)(5) ➔ The statute requires that there be no difference in the treatment of households eligible because of their income and those eligible because they receive benefits under TANF, Food Stamps, SSI, or certain means-tested veterans programs ("categorically eligible"). How do you ensure there is no difference when determining eligibility and benefit amounts? This applies to all components unless specifically noted below.

2605(b)(2)  
2605(b)(8A)

(benefit  
levels)

**Local agencies are required to use the Hancock Energy Software (HES), a web-based software system, to manage the LIHEAP program financial and statistical data. The system electronically processes applications, determine income eligibility and calculate the benefit amounts using pre-determined parameters and formulas.**

statutory  
references

**HEATING COMPONENT**

2605(b)(5) → Please check the variables you use to determine your benefit levels (check all that apply):

(determination  
of benefits)

☒ income  
☒ family (household) size  
☒ home energy cost or need  
    ☐ fuel type  
    ☐ climate/region  
    ☐ individual bill  
    ☐ dwelling type  
    ☒ energy burden  
        (% of income spent on home energy)  
    ☐ energy need  
    ☐ other (describe)

2605(b)(5)  
2605(c)(1)(B)

(benefit  
levels)

→ Describe how you will assure that the highest benefits go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size.

Please describe benefit levels or attach a copy of your payment matrix.

**Heating assistance benefits will be paid based upon the LIHEAP Benefit Matrix below. The highest amount of assistance will be provided to those households with the highest home heating costs and the lowest incomes.**

**The following process has been automated using the Hancock Energy Software:**

**The applicant's energy burden is calculated by dividing the highest total energy cost (TEC) by the total household monthly gross income to determine the energy burden, which is the percentage of household income used for energy costs.**

**Using the benefit matrix below, the energy burden along with household size is used to determine the applicant's benefit amount.**



Households with zero income shall receive the maximum benefit payment allowed for their family size.

LIHEAP BENEFIT MATRIX		
Energy Burden	Number of People in Household	
	1 to 3	4 or more
25% and Above	\$450	\$500
18% to 24.9%	\$350	\$400
10% to 17.9%	\$250	\$300
9.9% and Less	\$150	\$200
<i>No payment shall be greater than \$600</i>		

Households that contain any one or more members of the targeted priority groups shall receive an additional payment of \$100. Targeted priority groups are:

- Persons sixty years old or older
- Persons who are disabled
- Persons 5 years of age and younger

Regardless of the number of priority members in one household, the household is eligible for ONLY one additional \$100 payment.

Applicants will be eligible to receive a non-crisis LIHEAP benefit payment every six months.

➔ Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits?

\_\_\_ Yes x No If Yes, please describe.

GRANTEE Louisiana Housing Corporation  
statutory  
references

FFY 2014

2605(b)(5)  
2605(c)(1)(B)

**COOLING COMPONENT**

➔ Please check the variables you use to determine your benefit levels (check all that apply):

(determination  
of benefits)

☒ income  
☒ family (household) size  
☒ home energy cost or need  
    \_\_\_\_\_ fuel type  
    \_\_\_\_\_ climate/region  
    \_\_\_\_\_ individual bill  
    \_\_\_\_\_ dwelling type  
☒ energy burden  
    (% of income spent on home energy)  
    \_\_\_\_\_ energy need  
    \_\_\_\_\_ other (describe)

2605(b)(5)  
2605(c)(1)(B)

➔ Describe how you will assure that the highest benefits will go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size. Please describe levels)

(benefit

**Cooling assistance benefits will be paid based upon the LIHEAP Benefit Matrix below. The highest amount of assistance will be provided to those households with the highest home heating costs and the lowest incomes.**

**The following process has been automated using the Hancock Energy Software:**

**The applicant's energy burden is calculated by dividing the highest total energy cost (TEC) by the total household monthly gross income to determine the energy burden, which is the percentage of household income used for energy costs.**

**Using the benefit matrix below, the energy burden along with household size is used to determine the applicant's benefit amount.**

Households with zero income shall receive the maximum benefit payment allowed for their family size.

LIHEAP BENEFIT MATRIX		
Energy Burden	Number of People in Household	
	1 to 3	4 or more
25% and Above	\$450	\$500
18% to 24.9%	\$350	\$400
10% to 17.9%	\$250	\$300
9.9% and Less	\$150	\$200
<i>No payment shall be greater than \$600</i>		

Households that contain any one or more members of the targeted priority groups shall receive an additional payment of \$100. Targeted priority groups are:

- Persons sixty years old or older
- Persons who are disabled
- Persons 5 years of age and younger

Regardless of the number of priority members in one household, the household is eligible for ONLY one additional \$100 payment.

Applicants will be eligible to receive a non-crisis LIHEAP benefit payment every six months.

➔ Do you provide in-kind (e.g. fans) and/or other forms of benefits?

☐ Yes ☒ No If Yes, please describe.

GRANTEE Louisiana Housing Corporation

FFY 2014

statutory  
references

2605(b)(5)  
2605(c)(1)(B)

(determination  
of benefits)

**CRISIS COMPONENT**

➔How do you handle crisis situations?

  x   separate component            other (please explain)

➔If you have a separate component, how do you determine crisis assistance benefits?

  x   amount to resolve crisis, up to maximum benefit

           other (please describe)

(benefit  
levels)

➔Please indicate the maximum benefit for each type of crisis assistance offered.

heating           \$   475   maximum benefit

cooling           \$   475   maximum benefit

year-round       \$   475   maximum benefit

➔Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?

  x   Yes        No If Yes, please describe.

**In-kind benefits, needed to resolve the crisis situation, will be processed at the contractor level. The contractor or subgrantee agency will expend or obligate the funds necessary to resolve the crisis situation.**

**Reimbursement shall not exceed the maximum benefit amount of \$475 per household in a twelve month period.**

statutory  
references

2605(b)(5)  
2605(c)(1)  
(B) & (D)

**WEATHERIZATION & OTHER ENERGY RELATED  
HOME REPAIR AND IMPROVEMENTS**

➔What LIHEAP weatherization services/materials do you provide? (Check all categories that apply.)

(types of  
assistance)

- ☒ Weatherization needs assessments/audits.  
☒ Caulking, insulation, storm windows, etc.  
☒ Furnace/heating system modifications/repairs  
☒ Furnace replacement  
☒ Cooling efficiency models/repairs/replacement  
☐ Other (Please describe)

(benefit  
levels)

➔Do you have a maximum LIHEAP weatherization benefit/expenditure per household? ☒ Yes ☐ No

If Yes, what is the maximum amount? **\$1,500**

➔Under what rules do you administer LIHEAP weatherization? (Check only one.)

(types of  
rules)

- ☐ Entirely under LIHEAP (not DOE) rules  
☐ Entirely under DOE LIWAP rules  
☒ Mostly under LIHEAP rules with the following DOE LIWAP rule(s) where LIHEAP and LIWAP rules differ (Check all that apply):  
☐ Weatherize buildings if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days  
☐ Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).  
☐ Other (Please describe)  
☒ Mostly under DOE LIWAP rules, with the following LIHEAP rule(s) where LIHEAP and LIWAP rules differ (Check all that apply.)  
☒ Weatherization not subject to DOE LIWAP maximum statewide average cost per dwelling unit.  
☒ Other (Please describe.)

**Some homes are weatherized using a combination of both funding sources to maximize the effectiveness of weatherization.**

2605(b)(6) The state or tribe administers LIHEAP through the following local agencies:

(agency designation) ☐ county welfare offices  
☒ community action agencies (weatherization component only)  
☒ community action agencies (heating, cooling or crisis  
☐ charitable organizations  
☐ not applicable (i.e. state energy office)  
☐ tribal office  
☐ other, describe:

➔ Have you changed local administering agencies from last year?

☐ Yes ☒ No

If Yes, please describe how you selected them.

➔ What components are affected by the change?

2605(c)(1)(E) ➔ Please describe any additional steps (other than those described elsewhere in this plan) that will be taken to target assistance to households with high home energy burdens. **(This applies to all components. If all steps to target households with high home energy burdens are described elsewhere in the plan, no further information is required here.)**

(targeting of assistance)

statutory  
references

2605(b)(7)  
(energy  
suppliers)

➔Do you make payments directly to home energy suppliers?

Heating   x   Yes        No

Cooling   x   Yes        No

Crisis   x   Yes        No

If Yes, are there exceptions?        Yes   x   No

If Yes, please describe.

2605(b)(7)(A)

➔If you make payments directly to home energy suppliers, how do you notify the client of the amount of assistance paid? (Please describe)

**The HES software generates a Client Qualification Notification letter, which is provided to the client at the end of the application process.**

2605(b)(7)  
(B) & (C)

➔How do you make sure the home energy supplier performs what is required in this assurance? If vendor agreements are used, they may be attached. Indicate each component for which this description applies.

**CAP agencies are required to enter into an agreement with any energy vendors in their service area who have customers applying for energy assistance.**

**In consideration of and for the purpose of receiving LIHEAP benefit payments on behalf of eligible customers, the vendor are required to agree to the following:**

- 1. To credit a valid account on behalf of the LIHEAP applicant, and return to the contractor energy assistance benefits, which are not creditable to a valid account on behalf of the LIHEAP applicant.**
- 2. Vendor shall charge each eligible participant household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the home energy assistance payment made by the contractor.**

3. Vendor gives assurance that no household receiving home energy assistance shall be treated any differently because of such assistance under applicable provision of State Law or public regulatory requirements;
4. Vendor give assurance not to discriminate, either in the cost of the goods supplied or the services provided, against the eligible household on whose behalf payment is made.

**This assurance is binding on the vendor, its successors, transferees, and assignees and the person or persons whose signatures appear as the duly authorized signatory of the vendor.**

statutory  
references

2605(b)(8)(B)

➔Is there any difference in the way owners and renters are treated? If Yes, please describe.

(owners  
and  
renters)

**HEATING ASSISTANCE**

\_\_\_\_\_ Yes   x   No

**COOLING ASSISTANCE**

\_\_\_\_\_ Yes   x   No

**CRISIS ASSISTANCE**

\_\_\_\_\_ Yes   x   No

**WEATHERIZATION**

  x   Yes \_\_\_\_\_ No

**Property owners must agree to not increase rent costs for at least 12 months. Owners are encouraged to contribute financially to overall weatherization.**



statutory  
references

2605(b)(10)

➔How do you ensure good fiscal accounting and tracking of LIHEAP funds? (Please describe. Include a description of how you monitor fiscal activities.)

**The LHC financial operations manual establishes the framework and procedures for budgeting, reporting, internal controls, cost allocation, and accountability as described in the costs principle applicable to the grant.**

**Subrecipients submit weekly electronic copies of the Request for Payment to LA CAN for review and approval. LA CAN submit to LHC a monthly Request for Payment for their administrative fees and conduct a monthly reconciliation of funds and expenditures with sub-recipients.**

**All LIHEAP expenditures are tracked and monitored using the web-based software, Hancock Energy Software (HES) and MS Excel spreadsheets.**

**A quarterly reconciliation of cost reports and disbursement of funds between LA CAN and LHC is routinely performed to ensure accuracy and reliability of data reporting.**

(program,  
fiscal  
monitoring,  
and audit)

➔How do you monitor program activities? (Please be sure to include a description of how you monitor eligibility and benefit determination.)

**Louisiana Housing Corporation (LHC) through a partnership agreement with LA CAN, LLC has adopted a systems approach to monitoring local agencies for compliance with applicable regulations and achievement of performance goals.**

**Program activities are monitored both electronically and by conducting on-site visits. The State mandated software is used to record application input and monitor local agencies' production, i.e., how many applications are taken in a given time frame? How many of those applications were Non-Crisis applications and how many were Crisis**

**Applications? How many households were served and how many priority members were included in those households. We are also able to monitor the rate of benefit delivery for their service area. This information is utilized to not only to monitor the rate of service delivery but also the areas being served. Those areas can be identified within a service provider's geographical service area, needing extra attention and outreach.**

**During the on-site monitoring visits the physical files are reviewed for documentation of various program mandated activities, such as:**

- (A) Written policies and procedures that prohibits discrimination in both service delivery and employment,**
- (B) Compliance with Minimum Wage laws,**
- (C) Written policies regarding grievance procedures for both applicants and employees,**
- (D) Written policies regarding providing services to eligible applicants on a first come, first served basis,**
- (E) Written policies that document adherence to written Program Guidelines approved by Louisiana Housing Corporation,**
- (F) Documentation of employee training on program guidelines**
- (G) A review of various documents that demonstrate program outreach activities including newspaper ads, radio and/or television advertising, copies of any printed material distributed in the community to applicants and potential applicants**
- (H) A review of Client Education material distributed to applicants regarding energy conservation activities**
- (I) A review of a random sample of applicant files to verify the collection of required support documentation from eligible applicants, including income, vulnerability of the client for the cost of the energy bill, confirmation of residence at the service address indicated on the bill, copies of Social Security Cards or other government documents that contain social security numbers for each member of the household being served.**

**Eligibility and benefit determination is handled through the web-based computerized application system adopted by the LHC. The program is designed to calculate benefits based on parameters that are entered at the state level and that are unalterable at the service provider level. Benefit calculations are based on income levels for each household, the number of eligible household members, and the identification of priority members of the household, i.e., persons over 60 years of age, persons disabled, or persons five years old or less. The benefit calculation is totally automated requiring only data input from the agency provider. Eligibility is also determined by the same system utilizing social security numbers of applicants and flagging those applicants or household members that may have received a benefit within the prohibited time**

**frame. Applicants may current apply for non-crisis benefits twice per year with each application being a minimum of six months apart, and if necessary, applicants may also apply for a crisis benefit once in a twelve month period.**

➔How is your LIHEAP program audited?

Under the Single Audit Act?   x   Yes        No  
If not, please describe:

For States and Territories:

➔Is there an annual audit of local administering agencies?   x   Yes     No  
If not, please explain.

statutory  
references

2605(b)(12)

(timely and  
meaningful

➔How did you get timely and meaningful public participation in the development of the plan? (Please describe.)

**A public hearing was held on to obtain public comments. The following newspapers publicized the hearing notice:**

public  
partici-  
pation)

**The notice was also posted on LHC's website.**

2605(a)(2)

(public  
hearings)

➔Did you conduct public hearings on the proposed use and distribution of your LIHEAP funds? When and where?

  x   Yes        No

**(Not required for Tribes and tribal organizations)**

The public hearing was held \_\_\_\_\_ in Baton Rouge, Louisiana, at the Louisiana Housing Corporation facility, located at 2415 Quail Drive, Baton Rouge, LA.

The public notice and the proposed plan were posted on LHC's website on \_\_\_\_\_.

2605(b)(13) → Describe your fair hearing procedures for households whose applications are denied or not acted on in a timely manner. When are applicants informed of these rights?

(fair  
hearings)

**All LIHEAP applicants are advised of their appeal rights at the time of application.**

**Components of the appeals process will include, but not be limited to,**

- (1) Notification of Right to Appeal**
- (2) How to Appeal/Request a Fair Hearing**

**Local agencies are required to establish internal grievance procedures. Through these procedures, client dissatisfaction issues, not related to eligibility decision, will be resolved.**

**For fair hearings, LA CAN will contact LHC to secure the services of an Administrative Law Judge.**

→ Denials

**Ineligible applicants must be informed in writing at the time of application or within 15 days of the date of application. The applicant is required to read the appeals process information prior to signing their application.**

**Denial information shall include, but not be limited to,**

- (1) a statement that the applicant is not eligible for LIHEAP services and state the reason.**
- (2) if the denial is based on excessive income, applicant may reapply when the household income changes or state the date when the applicant will be eligible to apply again.**
- (3) Right to appeal information**

**Contractors must maintain all case record material on service denials.**

→ Applications Not Acted On In a Timely Manner

**Applications are considered incomplete when the applicant fails to follow through in providing necessary information and/or documentation.**

**Contractors are required to inform applicants about necessary documentation, prior to determining that an application is incomplete. The contractor shall set a standard time limit of 30 days for an applicant to submit necessary documents, and shall advise the applicant that the application will not be considered if verification materials are not received by the deadline. A confirmation letter shall be sent to the client, which includes a right to appeal statement and either a copy of the appeal procedure or a contact name and number to further information.**

**A copy of the letter shall be retained with the incomplete application.**

GRANTEE Louisiana Housing Corporation

FFY 2014

statutory  
references

2605(b)(15)

**For States and Puerto Rico only** (not applicable to Tribes and tribal organizations, or to territories whose annual regular LIHEAP allotments are \$200,000 or less):

➔ Does the State agency that administers the following LIHEAP component also administer the State's welfare program?

**No.**

(alternate  
outreach  
and intake)

**HEATING ASSISTANCE**

\_\_\_\_\_ Yes \_\_\_\_\_ No

If Yes, describe alternate process for outreach and intake:

**COOLING ASSISTANCE**

\_\_\_\_\_ Yes \_\_\_\_\_ No

If Yes, describe alternate process for outreach and intake:

**CRISIS ASSISTANCE**

\_\_\_\_\_ Yes \_\_\_\_\_ No

If Yes, describe alternate process for outreach and intake:

GRANTEE Louisiana Housing Corporation

FFY 2014

statutory  
references

2605(b)(16)

➔ Do you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance? (This assurance refers to activities such as needs assessments, counseling, and assistance with energy vendors.)

  x   Yes           No

If yes, please describe these activities.

**Louisiana will provide resources, services, and expertise to provider agencies to enable them to provide energy conservation education and information to the LIHEAP/WAP clients that will assist those clients in reducing their energy burden and ultimately becoming financially self sufficient in order to eliminate their dependence on energy assistance programs.**

If yes, how do you ensure that you don't use more than 5% (statutory ceiling) of your LIHEAP funds for these activities?

**The .8% of LIHEAP funds set-aside for Assurance 16 activities will be tracked as a separate budget line item.**



statutory  
references

2607A  
(leveraging)

➔ Please describe leveraging activities planned for the fiscal year. **(This entry is optional.)\*** Complete this entry if you plan to apply for LIHEAP leveraging incentive funds and to include in your leveraging report resources/benefits provided to low income households this fiscal year under criterion (iii) in 45 CFR 96.87(d)(2). Provide the following information for each:

- (1) Identify and described each resource/benefit;
- (2) Identify the source(s) of each resource; and
- (3) Describe the integration/coordination of each resource/benefit with the LIHEAP program, consistent with 1 or more of conditions A-H in 45 CFR 96.87(d)(2)(iii).

\* Leveraged resources/benefits that are counted under criterion (iii) in 45 CFR 96.87(d)(2) must be identified and described in the grantee's LIHEAP plan and distributed as indicated in the plan. In addition, leveraging resources/benefits that are counted under criterion (ii) must be carried out under one or more components of the grantee's regular LIHEAP program.

statutory  
references

2605(b)  
(performance)  
goals and  
measures)

➔ Please describe performance goals and measures planned for the fiscal year. **(This entry is optional.)**

## ADDITIONAL CERTIFICATIONS AND REQUIREMENTS

Attached are additional certifications required as follows:

- \* **Lobbying certification**, which must be filed by all States and territories. If applicable, Form LLL, which discloses lobbying payments, must be submitted. **(Tribes and tribal organizations are EXEMPT.)**
- \* **Debarment and suspension certification**, which must be filed by all grantees.
- \* **Drug-free workplace requirement certification**, which must be filed by all grantees, unless the grantee has filed a statewide certification with the Department of Health and Human Services. **STATES ONLY:** If you have filed a statewide certification for the drug-free workplace requirement, please check here: \_\_\_\_\_
- \* One of the requirements included in the 1994 reauthorization of the statute is that state grantees must include in their annual application for funds a report on the number and income levels of households applying for and receiving LIHEAP assistance, and on the number of recipient households that have members who are elderly, disabled, or young children.  
  
**All Tribes and those territories with allotments of less than \$200,000** need only submit data on the number of households served by each component (heating, cooling, weatherization and crisis). The approval for the collection of information contained in the **LIHEAP Household Report** is covered by OMB approval number 0970-0060.
- \* Though not a part of this application, the report on funds to be carried over or available for reallocation as required by section 2607(a) for the preceding year must be submitted by August 1 of each year. A grant award for the current fiscal year may not be made until the carryover/reallocation report is received. The approval for the collection of information contained in the **LIHEAP Carryover and Reallocation Report** is covered by OMB approval number 0970-0106.